

IN THE CLAIMS:

The text of all pending claims, (including withdrawn claims) is set forth below. Cancelled and not entered claims are indicated with claim number and status only. The claims as listed below show added text with underlining and deleted text with ~~strike through~~. The status of each claim is indicated with one of (original), (currently amended), (cancelled), (withdrawn), (new), (previously presented), or (not entered).

Please AMEND claims 1, 6, and 14 and ADD new claim 18 in accordance with the following:

1. (CURRENTLY AMENDED) A remote maintenance apparatus used for maintenance of terminals connected to a network, comprising:
 - a first obtaining part which obtains configuration information, of hardware and software of terminals, sent from said terminals through said network;
 - a storing part which stores said configuration information, of hardware and software obtained by said first obtaining part, while bringing said configuration information of hardware and software into correspondence with generation information;
 - a second obtaining part which obtains configuration information of hardware and software of a failed terminal which is associated with failure information which is sent from said failed terminal through said network, or, which obtains configuration information of hardware and software of said failed terminal by identifying the newest configuration information of hardware and software of said failed terminal which is stored in said storing part; ~~and~~
 - an extraction part which extracts difference information between configuration information obtained by said second obtaining part and configuration information stored in said storing part; and
 - a generation part which generates evaluation information of maintenance work performed in said terminals based on a dispatching time and a maintenance work time.

~~wherein the remote maintenance apparatus can simultaneously manage configuration information of hardware and software of a plurality of terminals.~~

2. (WITHDRAWN) A remote maintenance apparatus used for maintenance of terminals connected to a network, comprising:
 - an obtaining part which obtains configuration information, of hardware and software of

terminals, sent from said terminals through said network;

a storing part which stores the newest configuration information of hardware and software of each terminal obtained by said obtaining part;

a generation part which identifies terminals to which resources are distributed on the basis of said resources and configuration information of hardware and software stored in said storing part, and generates a list describing correspondence between said resources and said terminals to which said resources are distributed; and

a distribution part which distributes said resources described in said list to said terminals described in said list.

3. (WITHDRAWN) The remote maintenance apparatus as claimed in claim 2, wherein said distribution part sends a part pertinent to a terminal in said list to said terminal.

4. (ORIGINAL) The remote maintenance apparatus as claimed in claim 1, further comprising:

an issuing part which issues, to a terminal, an instruction for said terminal to send configuration information when a configuration information ID sent from said terminal is not the same as the newest configuration information ID which is stored in said storing part; and

wherein said first obtaining part obtains configuration information sent in response to said instruction.

5. (WITHDRAWN) The remote maintenance apparatus as claimed in claim 2, further comprising:

an issuing part which issues, to a terminal, an instruction for said terminal to send configuration information when a configuration information ID sent from said terminal is not the same as the newest configuration information ID which is stored in said storing part; and

wherein said obtaining part obtains configuration information sent in response to said instruction.

6. (CURRENTLY AMENDED) The remote maintenance apparatus as claimed in claim 1, further comprising:

a collection part which collects start date and time information, and, end date and time information of maintenance work performed in terminals; and

~~a generation part which generates~~ wherein the evaluation information of maintenance

work is generated from said date and time information collected by said collection part.

7. (WITHDRAWN) The remote maintenance apparatus as claimed in claim 2, further comprising:

a collection part which collects start date and time information, and, end date and time information of maintenance work performed in terminals; and

a generation part which generates evaluation information of maintenance work from said date and time information collected by said collection part.

8. (WITHDRAWN) A terminal which is connected to a remote maintenance apparatus via a network, comprising:

an input part which inputs user information;

a collection part which collects apparatus information of said terminal and configuration information of hardware and software of said terminal when said input part inputs said user information;

a send part which sends said apparatus information and said configuration information of hardware and software, and said user information to said remote maintenance apparatus while maintaining correspondences of said apparatus information, said configuration information of hardware and software and said user information; wherein

said collection part collects configuration information when a configuration information ID stored in said terminal is not the same as a configuration information ID stored in said remote maintenance apparatus; and

said send part sends said configuration information collected at this time to said remote maintenance apparatus while bringing said configuration information into correspondence with said apparatus information.

9. (CANCELLED)

10. (CANCELLED)

11. (WITHDRAWN) A terminal which is connected to a remote maintenance apparatus via a network, comprising:

an obtaining part which obtains resources distributed from said remote maintenance apparatus through said network;

a setting part which sets said resources in an application waiting state or in an immediate execution state; and

a control part which executes said resources when conditions for releasing said application waiting state are satisfied or when resources are set in said immediate execution state.

12. (WITHDRAWN) The terminal as claimed in claim 11, further comprising:
an obtaining part which obtains information on said resources from said remote maintenance apparatus;

a judging part which judges whether said resources in said application waiting state are unnecessary or not, according to said information obtained by said obtaining part; and

a release part which releases said application waiting state of said resources when said judging part judges that said resources are unnecessary.

13. (WITHDRAWN) The terminal as claimed in claim 8, further comprising:
a detection part which detects start and end of maintenance work or detects start date and time information and end date and time information of maintenance work; and
a notification part which notifies said remote maintenance apparatus of information detected by said detection part.

14. (CURRENTLY AMENDED) A computer readable medium storing program code controlling a computer to perform processes of a remote maintenance apparatus used for maintenance of terminals connected to a network, by:

obtaining configuration information of hardware and software of terminals sent from said terminals through said network;

storing said obtained configuration information of hardware and software;

accessing said stored configuration information of hardware and software and bringing same into correspondence with generation information;

further obtaining configuration information of hardware and software of a failed terminal which is associated with failure information which is sent from said failed terminal through said network, or further obtaining configuration information of hardware and software of said failed terminal by identifying the newest, stored configuration information of hardware and software of said failed terminal; and

extracting difference information between configuration information obtained by said

further obtaining; and

evaluating information of maintenance work performed in said terminals based on a dispatching time and a maintenance work time;

wherein the remote maintenance apparatus can simultaneously manage configuration information of hardware and software of a plurality of terminals.

15. (WITHDRAWN) A computer readable medium storing program code controlling a computer to perform processes of a remote maintenance apparatus used for maintenance of terminals connected to a network, by:

obtaining configuration information of hardware and software of terminals sent from said terminals through said network;

accessing a storing part which stores the newest configuration information of hardware and software of each terminal obtained by said obtaining;

identifying terminals to which resources are distributed on the basis of said resources and configuration information of hardware and software stored in said storing part, and generating a list describing correspondence between said resources and said terminals to which said resources are distributed; and

distributing said resources described in said list to said terminals described in said list.

16. (CANCELLED)

17. (WITHDRAWN) A computer readable medium storing program code controlling a computer to perform processes of a terminal which is connected to a remote maintenance apparatus via a network, by:

obtaining resources distributed from said remote maintenance apparatus through said network;

setting said resources in an application waiting state or in an immediate execution state;

executing said resources when conditions for releasing said application waiting state are satisfied or when said resources are set in said immediate execution state.

18. (NEW) A method of performing remote maintenance of an apparatus used for maintenance of terminals connected to a network, comprising:

obtaining and storing configuration information, of hardware and software of terminals, sent from said terminals through said network;

further obtaining configuration information of hardware and software of a failed terminal which is associated with failure information which is sent from said failed terminal through said network, or obtaining configuration information of hardware and software of said failed terminal by identifying the stored configuration information of hardware and software of said failed terminal;

extracting difference information between the further obtained configuration information of said failed terminal and the stored configuration information of said failed terminal; and

generating evaluation information of maintenance work performed in said terminals based on a dispatching time and a maintenance work time.